

Temple of Unity (Mauritius)

➤ Refund, Return and Cancellation Policy

This policy applies to all contributions made via www.templeofunity.org and must be read together with our **Privacy Policy** and **Terms of Use**.

1. Organisational Status

Temple of Unity is a **non-profit religious organisation/trust registered** in Mauritius, established for religious, charitable, and community purposes, including the construction and development of the Temple of Unity at **Sri Sri Radha Golokananda Mandir, Srila Prabhupada St, Vacoas-Phoenix**.

2. Nature of Contributions

All payments made on this website are:

- Voluntary contributions
- Made without expectation of goods, services, or commercial benefit
- Intended solely to support the objectives of Temple of Unity

Contributions are **not purchases** and do not create any contractual entitlement.

3. No Returns or Exchanges

As Temple of Unity does not sell goods or services, **returns and exchanges are not applicable**.

4. No-Refund Policy (Card Network Compliance)

All contributions are final, non-refundable, and non-reversible. Once a transaction is authorised and successfully processed:

- It cannot be cancelled
- It cannot be refunded, either partially or in full
- It must not be disputed or charged back, except in cases of fraud or unauthorised use

This policy applies even in cases of:

- Duplicate or incorrect contribution amounts
- Change of contributor's intention or circumstances
- Project timeline changes or delays

This no-refund policy is **clearly communicated prior to payment**, in compliance with **Visa and Mastercard rules**.

5. Contributor Information and Verification

Anonymous contribution shall not be accepted by Temple of Unity. All contributors are required to complete the prescribed contribution form and provide accurate, complete, and truthful information as a mandatory condition for the acceptance of any contribution.

Any contribution made using false, misleading, or incomplete information, including the use of fictitious identity, shall be liable to rejection, suspension, or return, without prejudice to any further action that may be taken in accordance with applicable laws and regulations.

6. Chargebacks and Disputes

Cardholders agree not to initiate chargebacks or disputes for valid, authorised contributions.

In the event of a dispute, Temple of Unity reserves the right to provide the card network and acquiring bank with:

- This policy
- Proof of contributor acknowledgement
- Transaction and confirmation records

7. Exceptions - Fraud or Technical Error

Refunds may only be considered where:

- The transaction is proven to be unauthorised, or
- A verifiable technical processing error occurred

Requests must be submitted within **7 calendar days** of the transaction and do **not guarantee a refund**.

8. Contact

Email: info@templeofunity.com

Phone: +230 5254 7108

Registered Address: Sri Sri Radha Golokananda Mandir, Srila Prabhupada St, Vacoas-Phoenix